

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Acquiring
Telecommunications
Services**

Chapter Title:

**Toll-Free Telephone
Service**

Chapter Number:

0507.0

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PURPOSE

This section addresses guidelines for use of Toll-Free Telephone Service (such as 800, 866, 877, 888 numbers).

POLICY

State agencies may install and operate toll-free telephone service to provide public and local government agencies access to State agencies. State Law requires that toll-free telephone numbers must be published at least once in the California Regulatory Notice Register (CRNR). ([Government Code Section 14627](#)). Publication in the CRNR can be accomplished by contacting the Office of Administrative Law (OAL) at (916) 323-6225; request and complete 2 copies of Form 400. Mail the Form 400s plus 4 copies of the information to be published to OAL at 300 Capital Avenue, Sacramento, CA, 95814-4339. For more information about the regulations, contact the OAL Reference Attorney at (916) 323-6815. Agencies should be aware of and comply with these government guidelines.

GUIDELINES

The following criteria are guidelines to toll-free service management.

- Agencies shall maintain a list of all toll-free numbers billed to their agency and make the list available to the Department of Technology Services, Statewide Telecommunication and Network Division (DTS-STND) upon request.
- Agencies should establish parameters identifying when toll-free service is to be implemented.
- Agencies should ensure that associated services such as Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) are configured to minimize holding times for toll-free calls.
- Agencies shall contact the Office of Administrative Law to arrange publication of their toll-free numbers in the California Regulatory Notice Register.